The Experience of GP Services: London Fields

A trends analysis report by Healthwatch Hackney



Healthwatch is the official consumer champion for users of health and social care services. We listen to people's stories, go od and bad, and report on their collective experience. In this report, we examine the experience of local GP services.

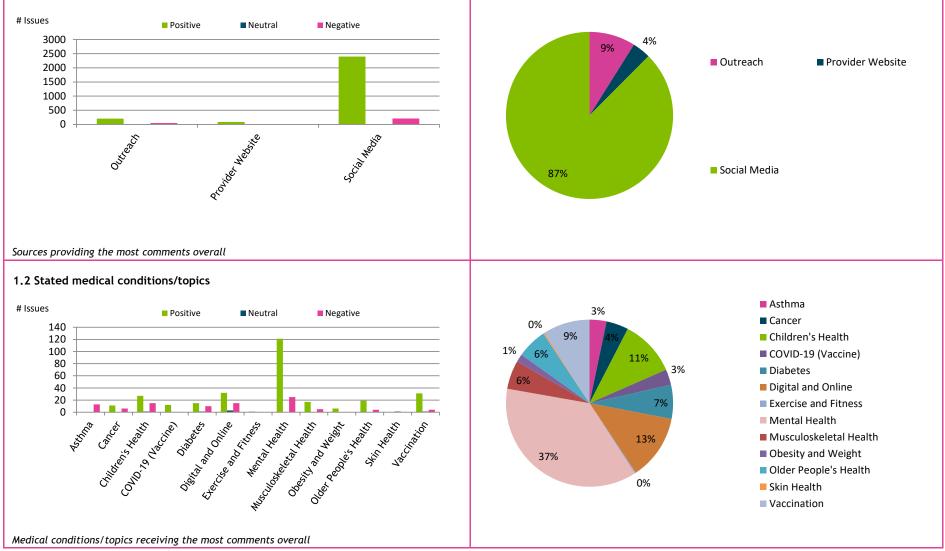
Reporting Period: 1 July 2023 - 30 June 2024



1. Data Source and Conditions/Topics



1.1 Source



2.1 Overall Themes and Sentiment



2.2 Service Access

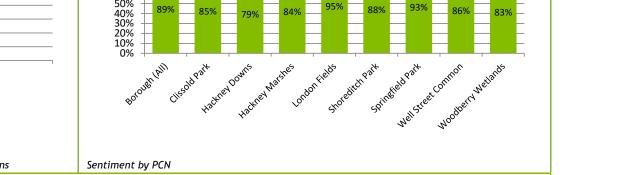
2.2.1 Service Access: 301 issues detected 2.2.2 Service Access, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 100 100% 90% 80% 90 80 70 80% 70% 60% 50% 40% 30% 20% 10% 0% 60 50 40 30 20 10 61% 74% 69% 62% 61% 61 56% 50% woolbernweitants clissold Park 0 BOLOUENIAM al at the the the the the store of the store Concertions -Weitige List 800 111 00 South Street State elegione elegione Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.2.3 Service Access, Issues by Practice ■ Positive ■ Neutral ■ Negative 140 120 100 No. of issues 80 60 40 20 0 Richmond Read Wedd Centre London fields wedica Centre sondingtan Pactice The Dalson Practice Ovento the Group Practice Practices receiving the most comments overall

2.3 Clinical Treatment and Care

2.3.1 Treatment: 1258 issues detected 2.3.2 Treatment, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 400 100% 90% 80% 350 300 70% 60% 50% 40% 30% 20% 10% 0% 89% 250 200 95% 94% 90% 81% 81% 150 100 50 woodberrywettends Not the second 0 BoroughtAll Dissold Part Hackney Down's London Field's Storeditch Part Hackney Down's London Field's Storeditch Part Ned Street Common to solution the solution of th ter ist Stoods Con Inderna State of the second state Cooling Cooling Croice Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.3.3 Treatment, Issues by Practice ■ Positive ■ Neutral ■ Negative 1200 1000 No. of issues 800 600 400 200 0 London fields wederal Centre Richmond Road Weddral Centre The Dalson Practice sanding and Practice Oueensoide Group? Practices receiving the most comments overall

2.4 Staff Attitude

2.4.1 Staff Attitude: 728 issues detected 2.4.2 Staff Attitude, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Neutral Negative 400 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 10% 13% 12% 14% 169 350 300 89% 250 200 95% 93% 88% 86% 85% 84% 83% 150 100 50 0 BoroughtAll issoluteate, hether hashes tondon fields shore the part we have to the holder we have to the shore the solution of the solutio Clinic Clinic AN Solution Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.4.3 Staff Attitude, Issues by Practice ■ Positive ■ Neutral ■ Negative 600 500 No. of issues 400 300 200 100 0 Richmond Real Medical Centre The Dalson Practice sanding and Practice London feels Medical centre Ouestabilde Group ? Practices receiving the most comments overall



2.5 Administration

2.5.1 Administration: 325 issues detected 2.5.2 Administration, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 160 100% 90% 80% 140 339 120 80% 70% 60% 50% 40% 30% 20% 10% 0% 100 70% 80 80% 76% 60 66% 65% 40 20 Strand Strand woolbernwetards 0 BoroughtAll clissold Part a Patt Hockney Downs Hastres London Helds Storebrid Patt Nel Street Common Storebrid Patt Nel Street Common Nel Street C and a second Collins of the second s teally & all a Medical Action of the second and the second s People Stration Stobory Dory Westerney. Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.5.3 Administration, Issues by Practice ■ Positive ■ Neutral ■ Negative 200 180 160 140 120 100 80 60 40 20 No. of issues Ō London fields wederal Centre Richmond Real Medical Centre The Dation Practice Sandington Practice Overstonide Group Practice dical Centre Practices receiving the most comments overall

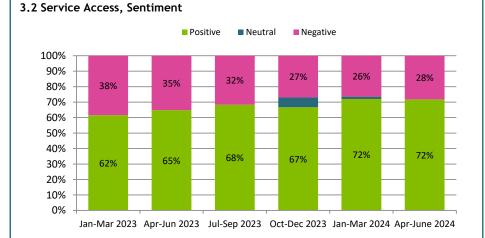
2.6 Communication

2.6.1 Communication: 183 issues detected 2.6.2 Communication, Sentiment by Primary Care Network ■ Positive ■ Neutral ■ Negative # Issues Positive Negative Neutral 50 45 40 35 30 25 20 15 10 5 0 100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0% 14% 28% 33% 899 85% 80% 74% 72% 71% 65% BoroughtAll issoluteate, hether hashes tondon fields shore the part we have woodberry we have Contraction of the second seco Issues receiving the most comments overall. See pages 12-13 for issue descriptions Sentiment by PCN 2.6.3: Communication, Issues by Practice ■ Positive ■ Neutral ■ Negative 140 120 100 No. of issues 80 60 40 20 0 London fields wederal Centre Figmond Road Weater Leave The Dalson Practice sandine tran Practice Oueenshide Group? Practices receiving the most comments overall

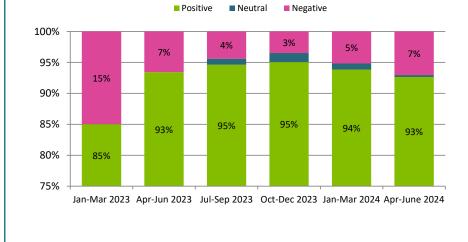
3. Timeline: 18 Month Tracker

Positive Neutral Negative 100% 9% 9% 8% 12% 13% 90% 18% 80% 70% 60% 50% 92% 90% 88% 89% 87% 81% 40% 30% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024

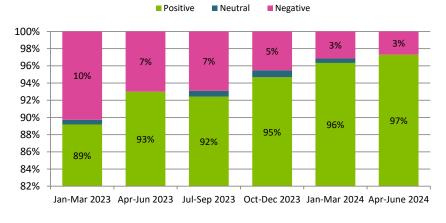
3.1 Overall Sentiment



3.3 Treatment and Care, Sentiment



3.4 Staff Attitude, Sentiment



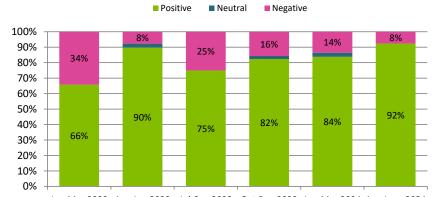
5.4 Stan Attitude, Sentiment

3. Timeline: 18 Month Tracker

3.5 Administration, Sentiment

Positive Neutral Negative 100% 11% 14% 16% 90% 19% 26% 30% 80% 70% 60% 50% 86% 85% 84% 81% 40% 74% 70% 30% 20% 10% 0% Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024



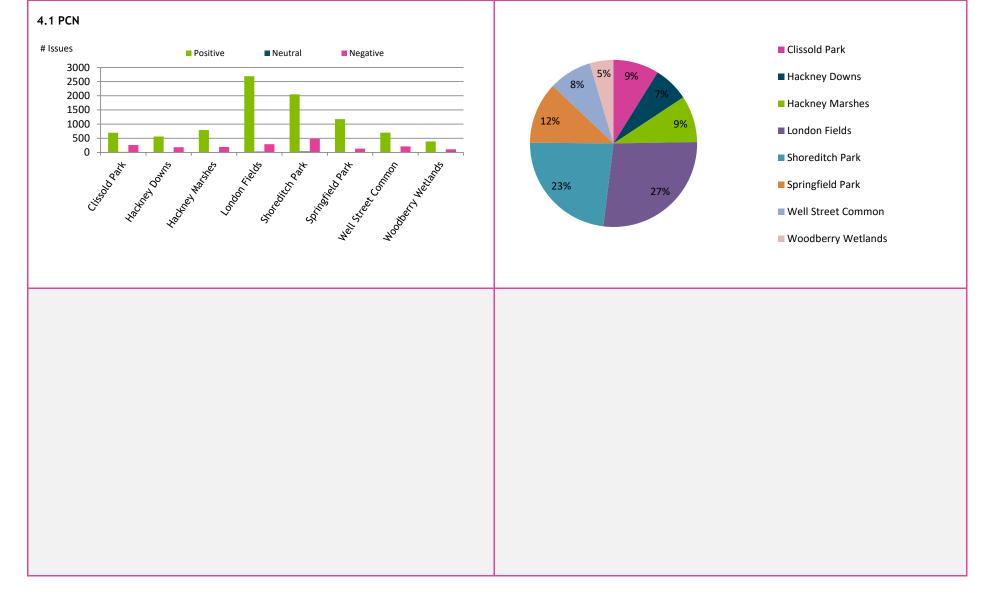


Jan-Mar 2023 Apr-Jun 2023 Jul-Sep 2023 Oct-Dec 2023 Jan-Mar 2024 Apr-June 2024



4. Volume by Primary Care Network





5. Data Table: Number of issues

Issue Name

Administration Booking Cancellations Data Protection Referral

Medical Records Medication Opening Times Planning Registration Support Telephone Timing Waiting List

> Choice Cost Language

> > Nutrition Privacy Quality

Sensory

Stimulation

Deaf/blind or other sensory issues.

General stimulation, including access to activities.

Advice/Information Carer Involvement General Comment User Involvement

| Descriptor | | # Issues | | | | | |
|--|----------|----------|----------|-------|--|--|--|
| | Positive | Neutral | Negative | Total | | | |
| Communication, including access to advice and information. | 153 | 2 | 25 | 180 | | | |
| Involvement of carers, friends or family members. | 8 | 0 | 0 | 8 | | | |
| A generalised statement (ie; "The doctor was good.") | 63 | 1 | 5 | 69 | | | |
| Involvement of the service user. | 310 | 2 | 14 | 326 | | | |
| Administrative processes and delivery. | 21 | 0 | 25 | 46 | | | |
| Ability to book, reschedule or cancel appointments. | 104 | 6 | 39 | 149 | | | |
| Cancellation of appointment by the service provider. | 0 | 0 | 3 | 3 | | | |
| General data protection (including GDPR). | 0 | 0 | 1 | 1 | | | |
| Referral to a service. | 23 | 0 | 4 | 27 | | | |
| Management of medical records. | 2 | 0 | 1 | 3 | | | |
| Prescription and management of medicines. | 11 | 1 | 7 | 19 | | | |
| Opening times of a service. | 1 | 0 | 0 | 1 | | | |
| Leadership and general organisation. | 14 | 0 | 3 | 17 | | | |
| Ability to register for a service. | 11 | 0 | 7 | 18 | | | |
| Levels of support provided. | 502 | 3 | 29 | 534 | | | |
| Ability to contact a service by telephone. | 16 | 1 | 14 | 31 | | | |
| Physical timing (ie; length of wait at appointments). | 83 | 0 | 10 | 93 | | | |
| Length of wait while on a list. | 92 | 2 | 30 | 124 | | | |
| General choice. | 5 | 2 | 9 | 16 | | | |
| General cost. | 0 | 1 | 0 | 1 | | | |
| Language, including terminology. | 3 | 0 | 0 | 3 | | | |
| Provision of sustainance. | 0 | 0 | 0 | 0 | | | |
| Privacy, personal space and property. | 0 | 0 | 0 | 0 | | | |
| General quality of a service, or staff. | 532 | 2 | 15 | 549 | | | |

Patients/Carers

Systems

Values

0 6

0

0

0

0

5. Data Table: Number of issues

| Issue Name | Descriptor | | # Issues | | | |
|--------------------|---|--------|----------|---------|----------|-------|
| | | | Positive | Neutral | Negative | Total |
| Catchment/Distance | Distance to a service (and catchment area for eligability). | | 0 | 0 | 1 | 1 |
| Environment/Layout | Physical environment of a service. | | 5 | 0 | 4 | 9 |
| Equipment | General equipment issues. | | 2 | 0 | 0 | 2 |
| Hazard | General hazard to safety (ie; a hospital wide infection). | | 0 | 0 | 0 | 0 |
| Hygiene | Levels of hygiene and general cleanliness. | | 1 | 0 | 1 | 2 |
| Mobility | Physical mobility to, from and within services. | | 2 | 0 | 1 | 3 |
| Travel/Parking | Ability to travel or park. | | 0 | 0 | 0 | 0 |
| Omission | General omission (ie; transport did not arrive). | | 0 | 0 | 2 | 2 |
| Security/Conduct | General security of a service, including conduct of staff. | | 0 | 0 | 0 | 0 |
| Staff Attitude | Attitude, compassion and empathy of staff. | | 718 | 4 | 32 | 754 |
| Complaints | Ability to log and resolve a complaint. | | 0 | 0 | 3 | 3 |
| Staff Training | Training of staff. | | 4 | 0 | 3 | 7 |
| Staffing Levels | General availability of staff. | | 0 | 0 | 1 | 1 |
| | | Total: | 2692 | 27 | 289 | 3008 |

Disclaimer:

Environment

Staff

The trends within this report are based on service user comments we have obtained from sources outlined on Page 2. Comments obtained from these sources may not be representative of all service users experiences or opinions.

Community Insight CRM